ROLES OF HUMAN RESOURCE IN PHARMACEUTICAL SECTOR

1 ROUF AHMAD DAR   2 Mrs. Bijal Shah

MBA Student   Assistant Professor.

Parul Institute of Management & Research

Parul University Waghodia, Vadodara, India.

Abstract: By reading the Books you will get the knowledge but it will be worth full only when you apply practically. This experience gives you best in your career.

We can say that practical experience helps to prove your bookish knowledge and even qualification. It's very important to understand how and where to implement what we have studied. Knowledge in itself is a continuous process. Getting practiced knowledge is an important thing for any HR concern in the competition prevailing in any sector and total awareness is the first and foremost thing necessary from all aspects, working smarter seems to be as important as working harder and longer.

A thorough and practical study, knowledge and learning can only be useful to become more eligible and competitive. Due to this point of view each and every student of MBA has to undergo the industrial training to execute business enterprise and become as best HR personality as per **Parul Institute of Management & Research**, which is really helpful to the students for making their bright career.

Key Words: Human Resources, Pharmaceutical, Roles.

I. INTRODUCTION

The **pharmaceutical sector** discovers, develops, produces, and markets drugs or pharmaceutical drugs for use as medications to be administered (or self-administered)to patients, with the aim to cure them, vaccinate them, or alleviate the symptomsPharmaceutical companies may deal in generic or brand medications and medical devices. They are subject to a variety of laws regulations that govern the patenting testing,safety, efficacy and marketing of drugs. India is the leader in pharma industry with over 20% global share.

Pharmaceutical Sector in India

The pharmaceutical industry in India was valued at US$33 billion in 2017 and genericdrugs account for 20 per cent of global exports in terms of volume, making the country the largest provider of generic medicines globally. According to the Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers, domestic pharmaceutical market turnover reached Rs 129,015 crore (US$18.12 billion) in 2018, growing 9.4 per cent year- on-year and exports revenue was US$17.28 billion in FY18 and US$19.14 billion inFY19. Hyderabad, Mumbai, Bangalore, Ahmedabad, Vadodara, Ankleshwar and Sikkim are the major pharmaceutical hubs of India.

II. OBJECTIVE

The objectives of the study are as follow-:

To understand the roles of HR in pharmaceutical sector and to understand its importance.

To understand the importance of Recruitment and Staffing

To understand the importance of Orientation and Induction.

To understand the importance of Training and

Development

To understand the importance of Performance management and appraisalto

understand the importance of Employee Retention.

III. RESEARCH METHODOLOGY

In this Research the methodology section outlines the plan and method that

how the study is being conducted. Includes data and its sources, sample of

study and many things which are covered in the primary research

methodology.

Primary data: Primary data is newly collecting the data for our purpose.

Sample size: Since the degree of accuracy is directly proportional to the sample size, so I hadtaken a sample of 100 employee (20% of the total population).

Sampling method: The used the Questionnaire method as a tool of collecting the required data from thesamples.

Statistical tools for analysis: The data collected will be analyzed by descriptive analysis.

The data will then bepresented in a tabular format to be generated by use of SPSS (statistical package for socialsciences)

IV. LITERATURE REVIEW

Most employers recognize the fact that their staff is their greatest asset, and the right recruitment and induction processes are vital in ensuring that the new employee becomes effective in the shortest time. The success of an organization depends on having the right number of staff, with the right skills and abilities.

Chandrasekhar1 (1979) in his paper stated the importance of Organizational development process for the growth of LTCG.

Rao andAbraham2 (1985) with the help of 1614 respondents

identified the developmental climate prevalent in 41 different organizations in India. Rao and Abraham3 (1985) conducted a work on "HRD practices in Indian Industries-A Trend Report". Data were collected from 53 organizations with the help of summer trainees, personal visit of the author and data bank set up by Centre for HRD at XLRI, Jamshedpur.

Sambarmurthy6 (1997) highlighted the role of HRD process in the growth of the company. Sundaram Fasteners Ltd. Organizational structure with clear roles and responsibilities of the employees is guided by periodic review to cope with dynamic environment.
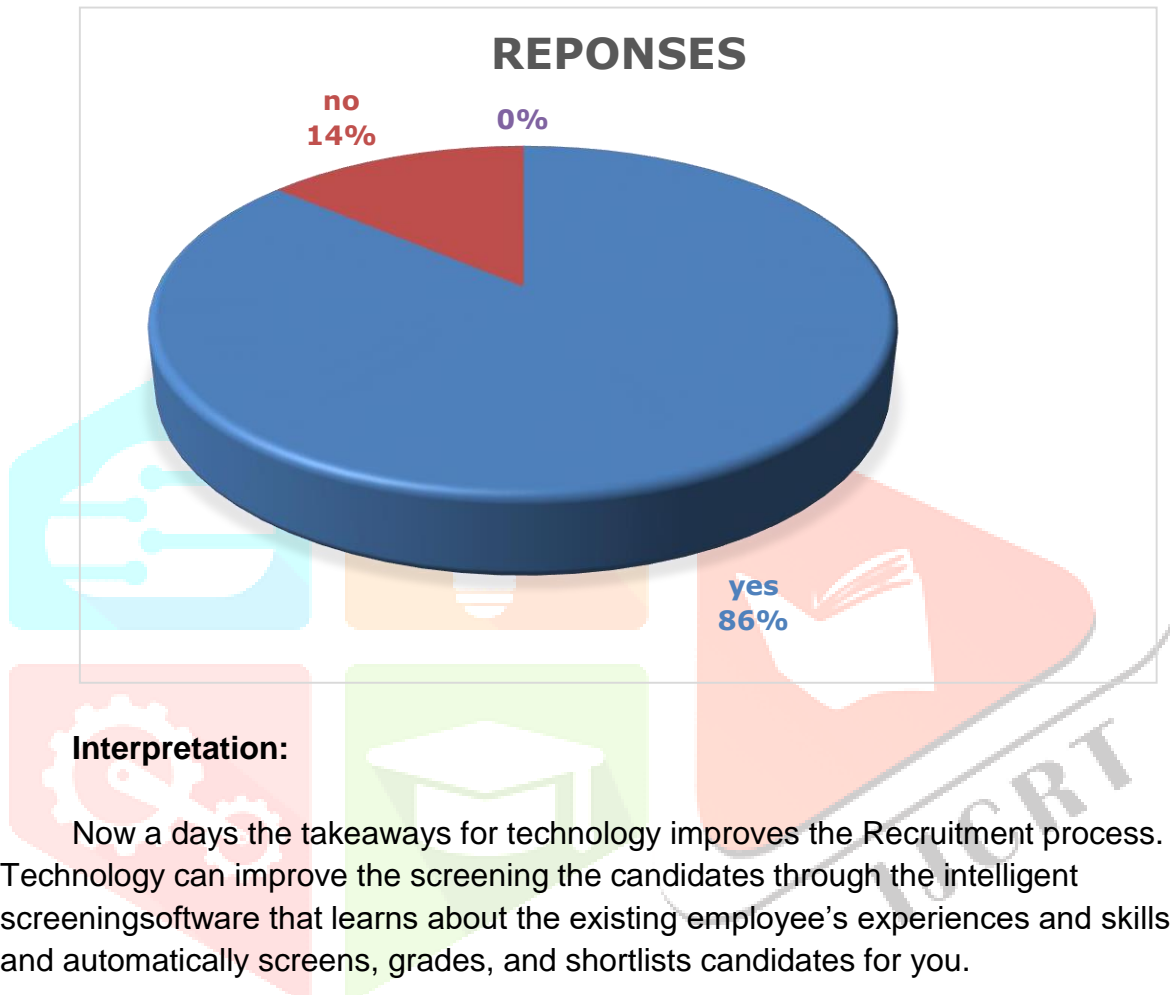
Shirodkar7 (1997) highlighted the gap in RHL in early 1980's. This was due to the application of western model which contradicted Indian philosophy resulting in the loss of values and dedication among the workers at large.

Silva9(1997) identified the need of HRD for competitiveness and socio-economic development from employer's view point in Asian-pacific region. The author highlighted the priorities in HRD as an investment in three key areas- education and training, use of human resource and providing incentives, this can maintain the human resource requirements in terms of globalization.

DATA ANALYSIS AND INTERPRETATION

1.   Do you take any technological support for the process of recruiting?

a)   Yes   b) No

Interpretation:

Now a days the takeaways for technology improves the Recruitment process. Technology can improve the screening the candidates through the intelligent screeningsoftware that learns about the existing employee's experiences and skills and automatically screens, grades, and shortlists candidates for you.

2.   Which technical support you take while recruiting?

•Mails	•15%
•Telephone	•30%
•Video conferencing	•10%
•Online Support	•45%
	•
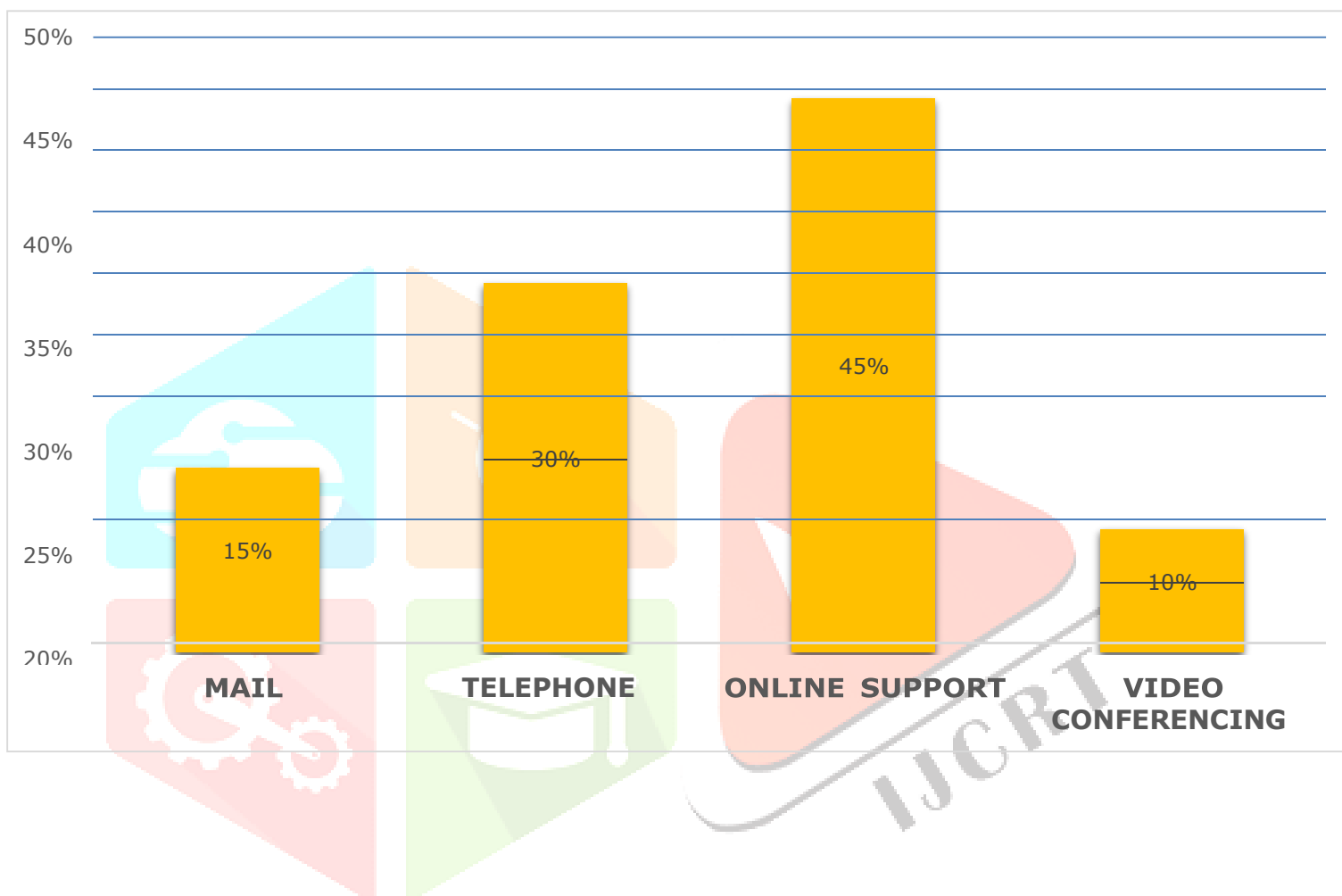
INTERPRETATION

Out of 100 respondents 45% uses Online support such as various Job Portals, 30% use Telephone , 15% use Mails while 10% respondents use Video conferencing to recruit people.

3. Human resource management practices meet the current needs?
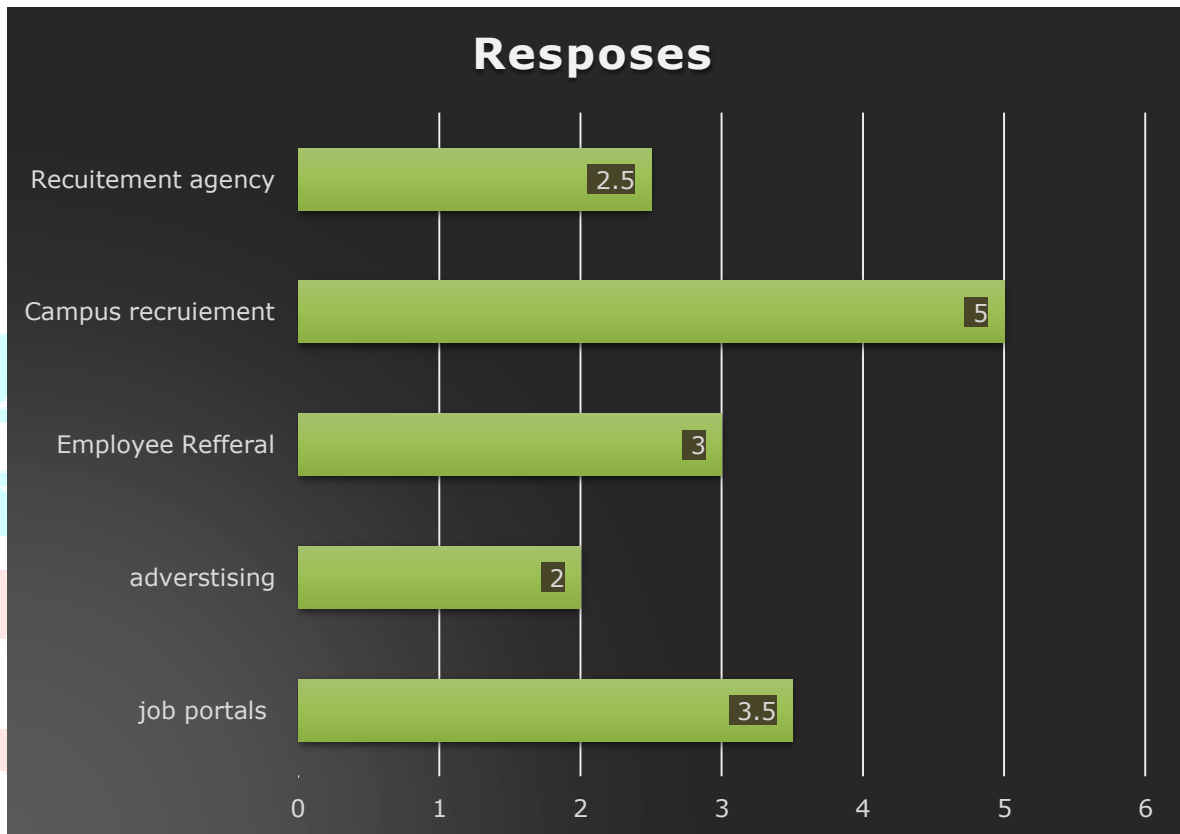
- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly disagree
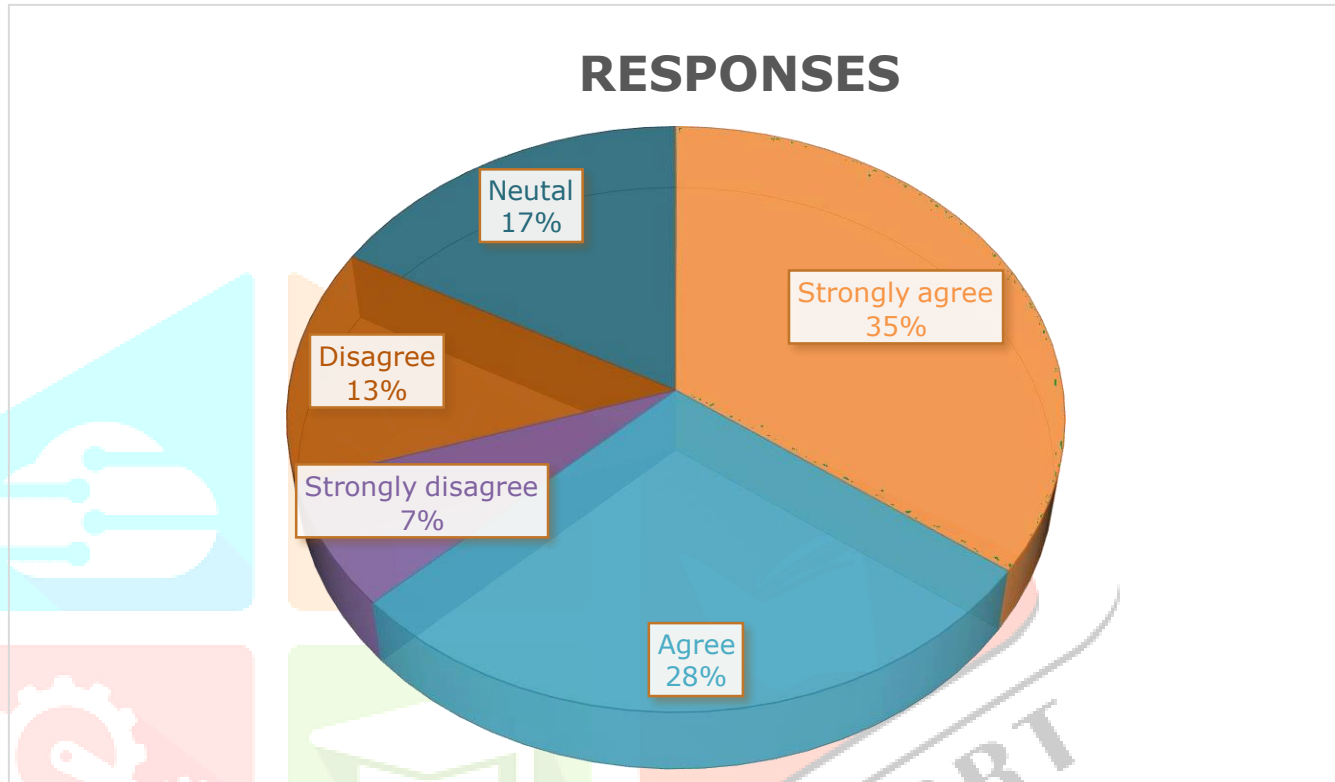
INTERPRETATION

Out of 100 respondents 35% strongly agree that they are satisfied that Human resource management practices meet their and organizational current needs. The human resource management process encourages the development of high performances employees. Good HR practices used along this sequence foster performance improvement, knowledge and skill development and loyal employees who desire to remainwith the same organization

.

4. What source you adopt to search candidates?

Employee
Referral
Campus
Recruitment
Advertising
Recruitment
AgenciesJob
Portals

Resposes

| Source	Value
Recuitement agency	2.5
Campus recruiement	5
Employee Refferal	3
adverstising	2
job portals	3.5

INTERPRETATION

Recruitment is the process of attracting the potential candidates and motivating themto apply for the jobs selecting skilled and right candidates from the pool of applicants andappointing them for right jobs, Approaching Recruitment agencies can give better results but it is expensive and may not suitable for all the organizations. External Recruitment include various methods such as advertisements, campus recruitement, employement exchanges, walk in interviews, organizations websites , job affairs and job portals

5. How many stages are involved in selecting the candidate?

- Only 1
- Less than 5
- More than 5
- Not specific

Responses

(chart)
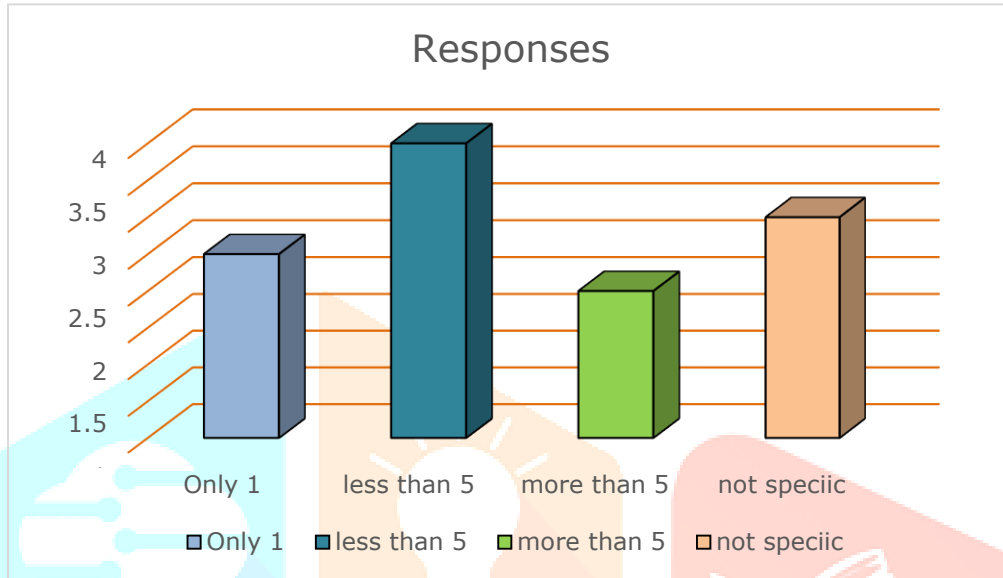
INTERPRETATION

General there are 6 steps included in the selection process.

Placing a job advert

Screening applications

Candidate interviews

Verifications and references

Final selection

Making a job offer.For every Recruiter, recruiting for every position every seniority, in every organization of every size, in every industry around the the world it takes recruiters precisely 7 days, 3 days and 13 mins

6. Do you use any of the following tests during the process of recruitment?

• Written

•Aptitude

•Group discussion

•Personal interview
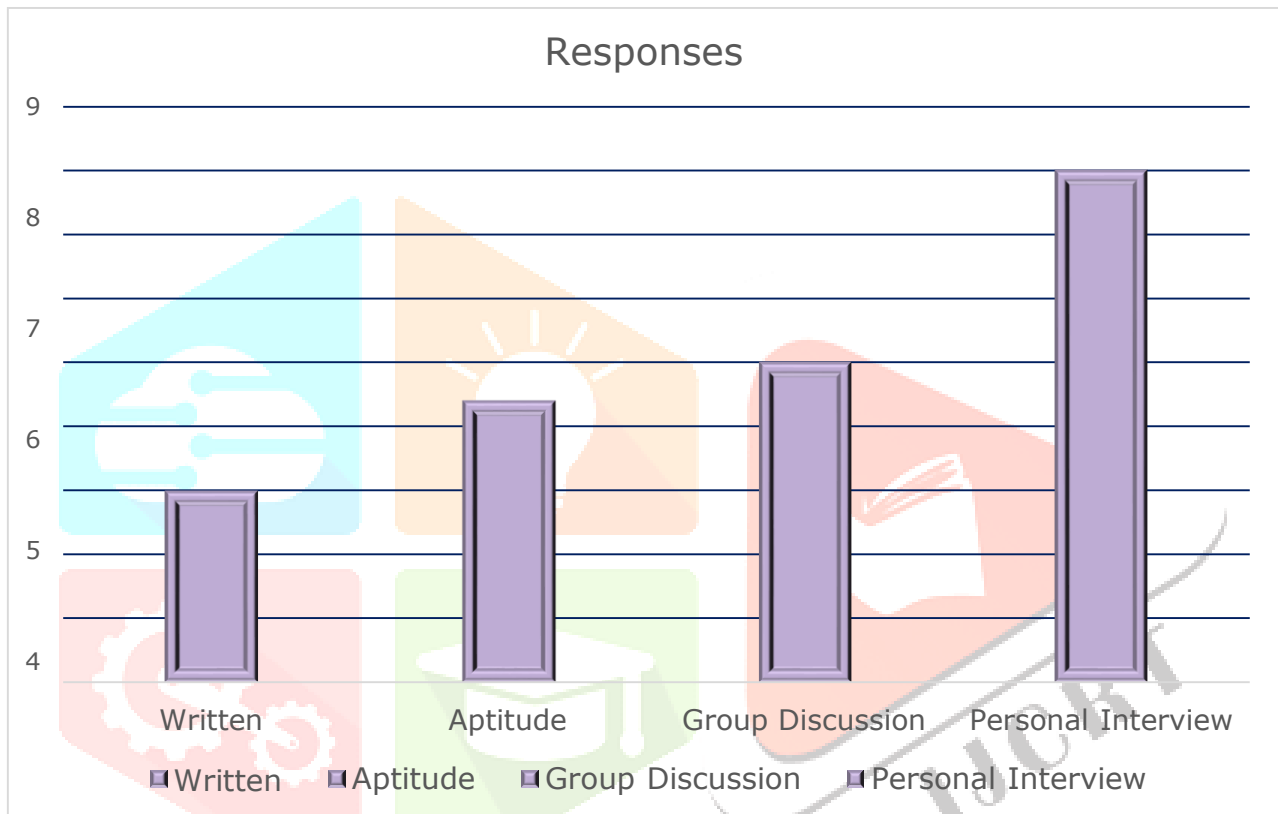
Interpretation

Employment testing and selection procedures are aptitude tests and examinations that help a business predict the success of a job candidate. In the modern work force, tests such as psychological screenings indicate which employees might have undesirable personality traits such as anger problem.

7. What is the average time spent by Admin dept. during recruitment (each candidate)?

• 10 mins

•10 to 20 mins

•20 to 30 mins

•More
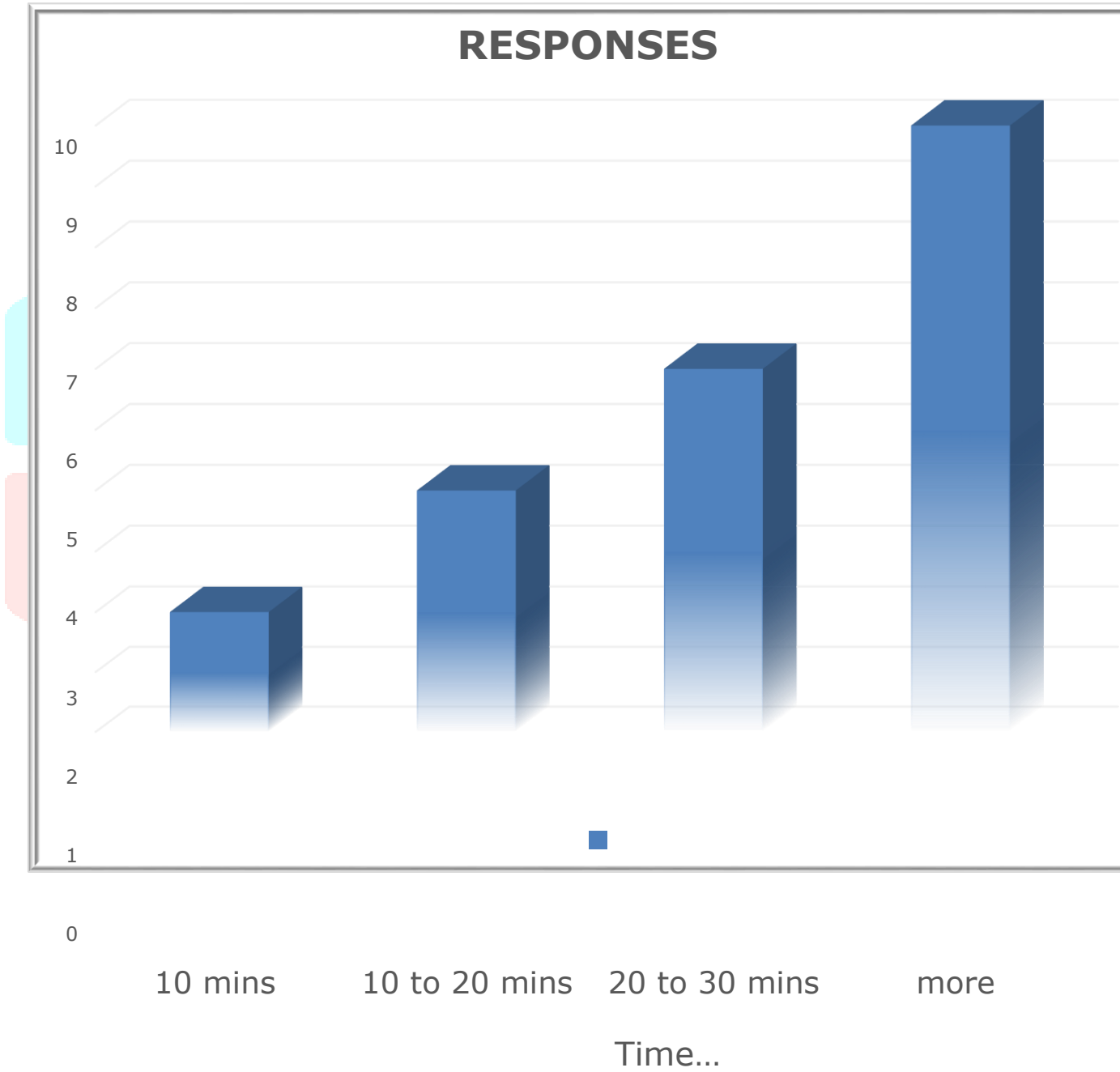
Interpretation

Averagely it takes more than 30 mins for the admin department to process all the formalities all depends on the organization policies. They play a important role in the efficient performance of all the departments in the organization.

8. How much time did the company take to respond to candidate application?

•Less than 5 days

•5-10 days

•11-15 days

•More than 15 days

Responses

- more than 5 days
- less than 5 days
- 11- 15 days
- more than 15 days

8% 5% 27% 60%
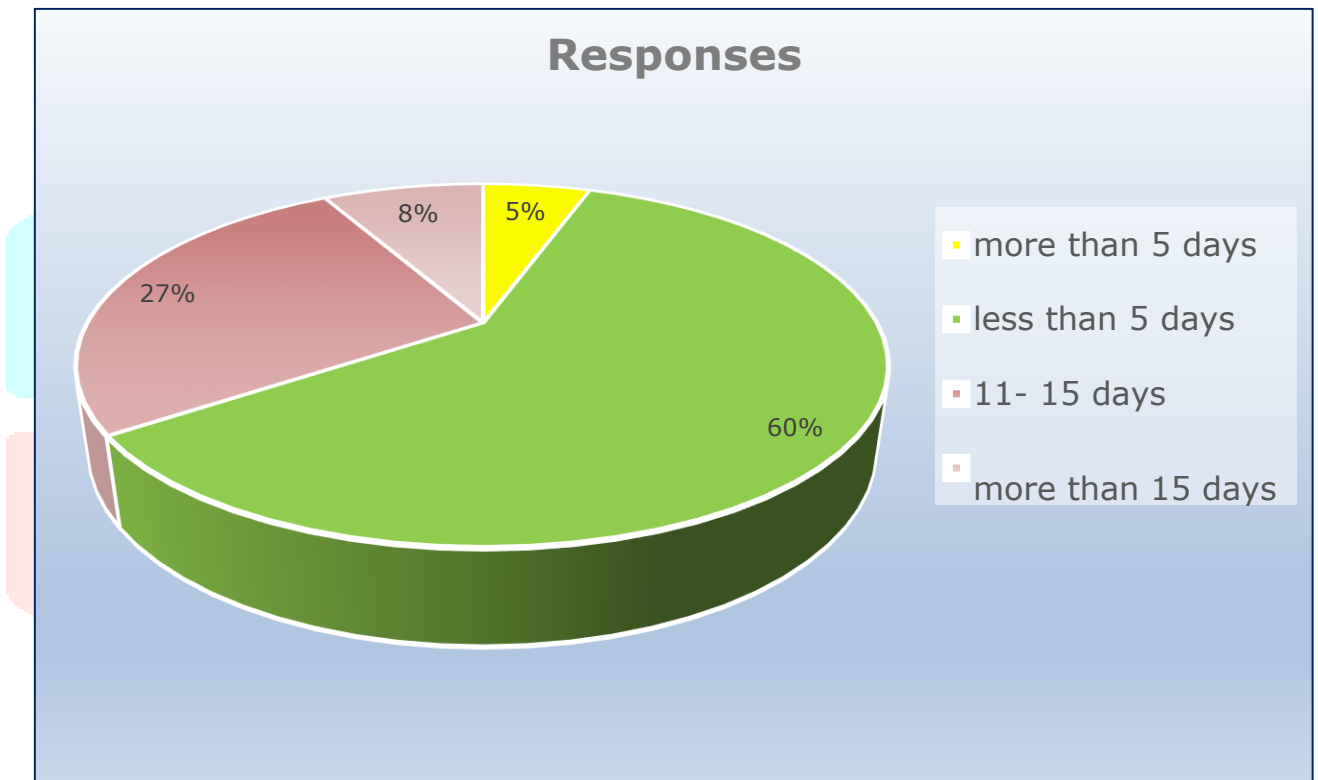
Interpretation

This refers to the time it takes to find and hire a new candidate, often measured by the number of days between publishing a job opening and hiring the candidate(though time to fill varies across industries- from 10-30 days some organizations are filling positions the same day they are open .

9. Total pool of employees in care group?

1) Female

2)   Male
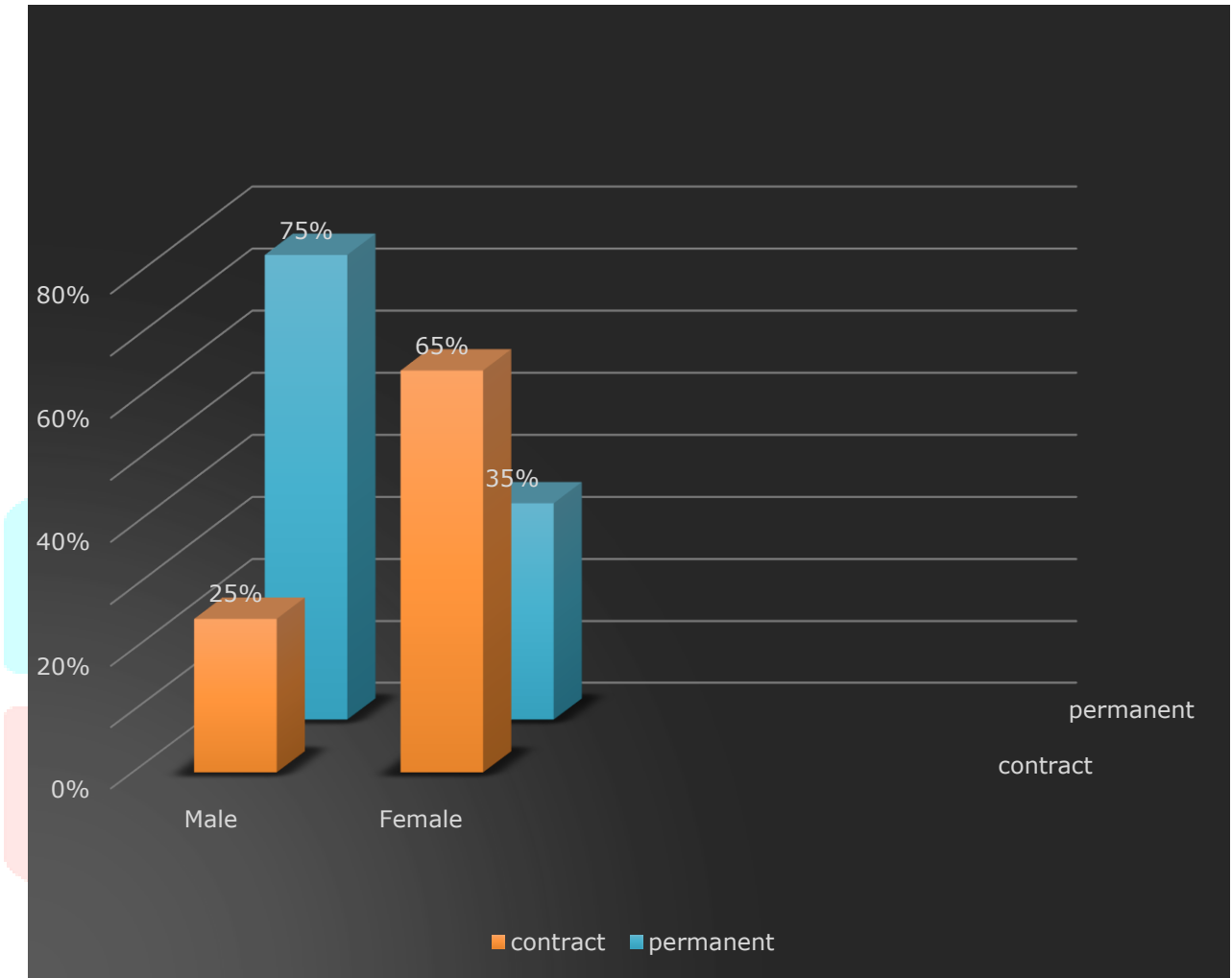
Interpretation

According to research Female sex has been shown to be a risk factor for clinically relevant adverse drug reaction the most widely reported sex difference is the higher risk in females for drug induced Long QT syndrome. Females also have a higher incidence of drug induced liver toxicity. Due to physical differences there is generally gender discrimination being observe red in Pharmaceutical sector.

10. Do you think uniform is important an organization?

•Yes

•No
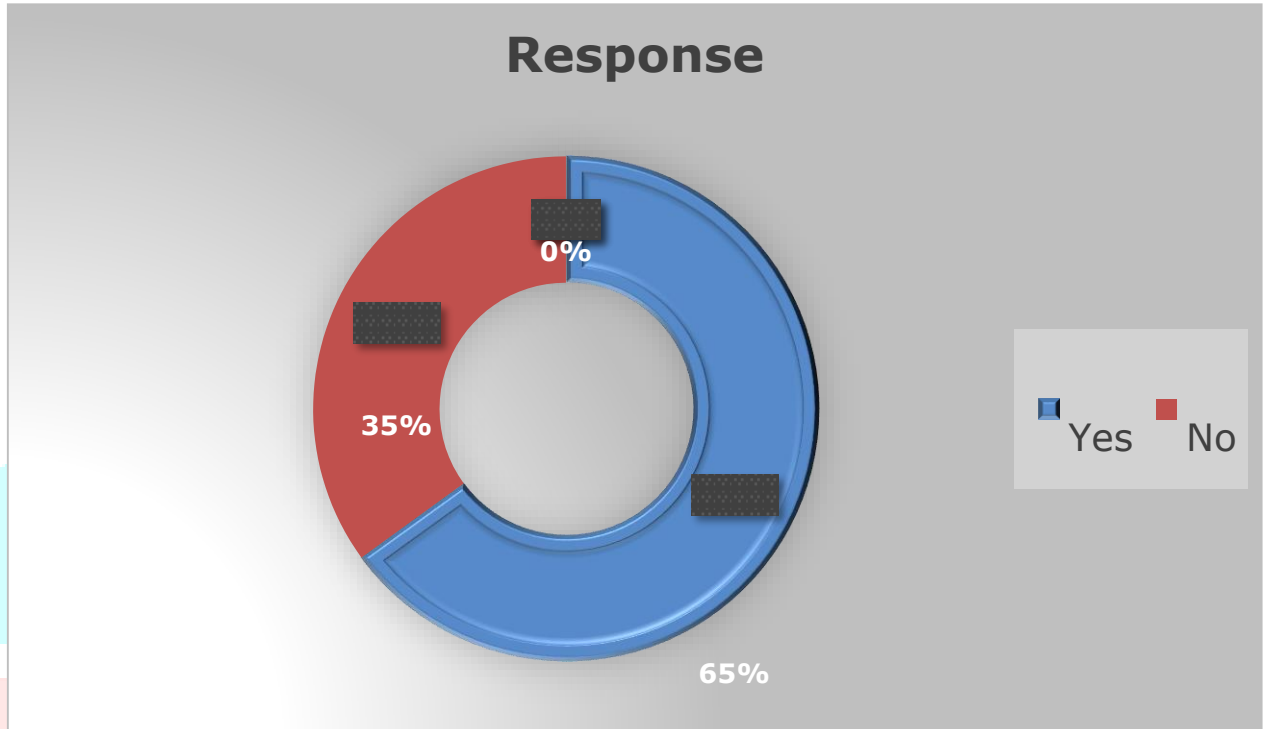
Interpretation

One major benefit of a work uniform is that it reduces anxiety for your employees over what they should wear. By providing work uniforms to your employees you can save more time and money that you might otherwise think. Arranging for uniforms will prevent any dress code violations you want to avoid.

**11. Do you Provide Health insurance to your employees?**

•Yes

•No
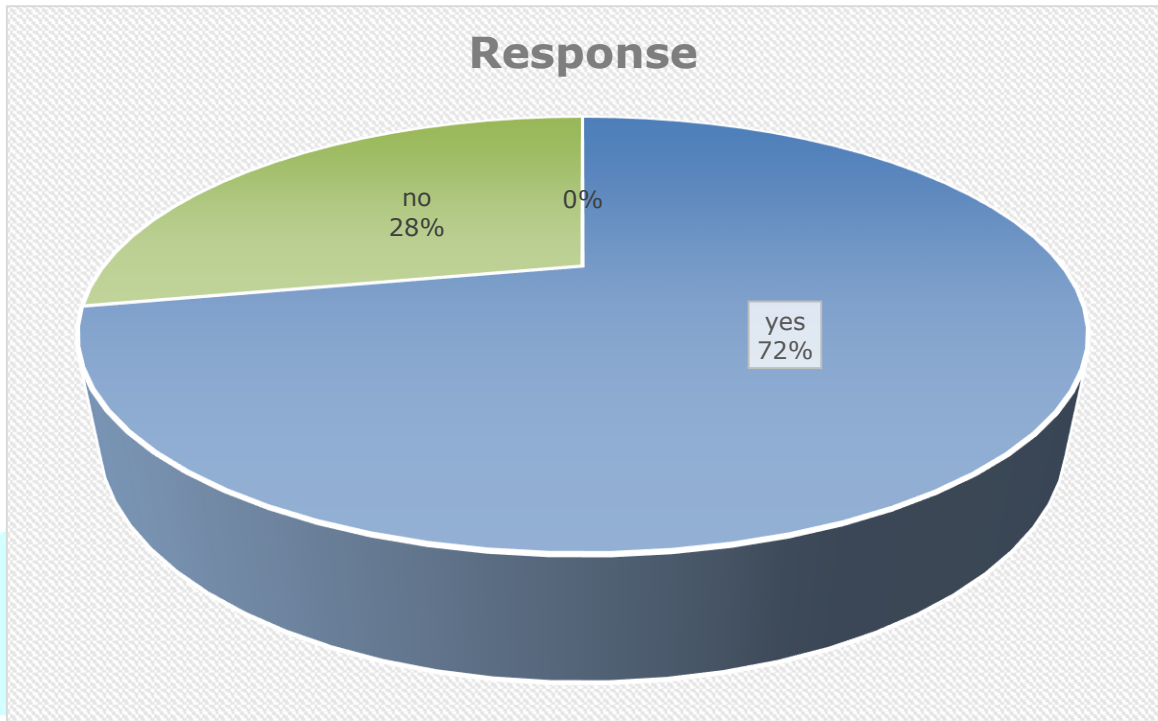
Interpretation

Another reason why many employers choose to offer health care benefits is so that they themselves can take advantage of less expensive health insurance that they could get on their own as well as tax breaks for the contributions made by the business. This is commonly referred to as the employer mandate.
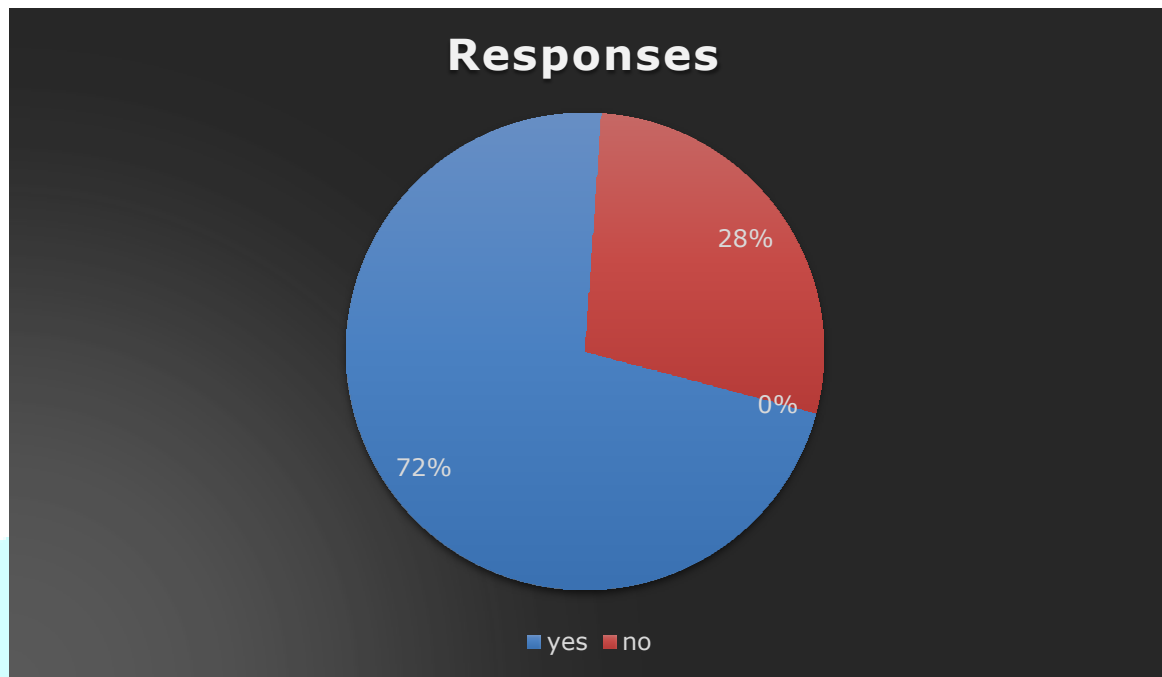
12. Approximately, how many people are employed (on the payroll) by your organization ?

•**Male employees**_____
•**Female employees**_____
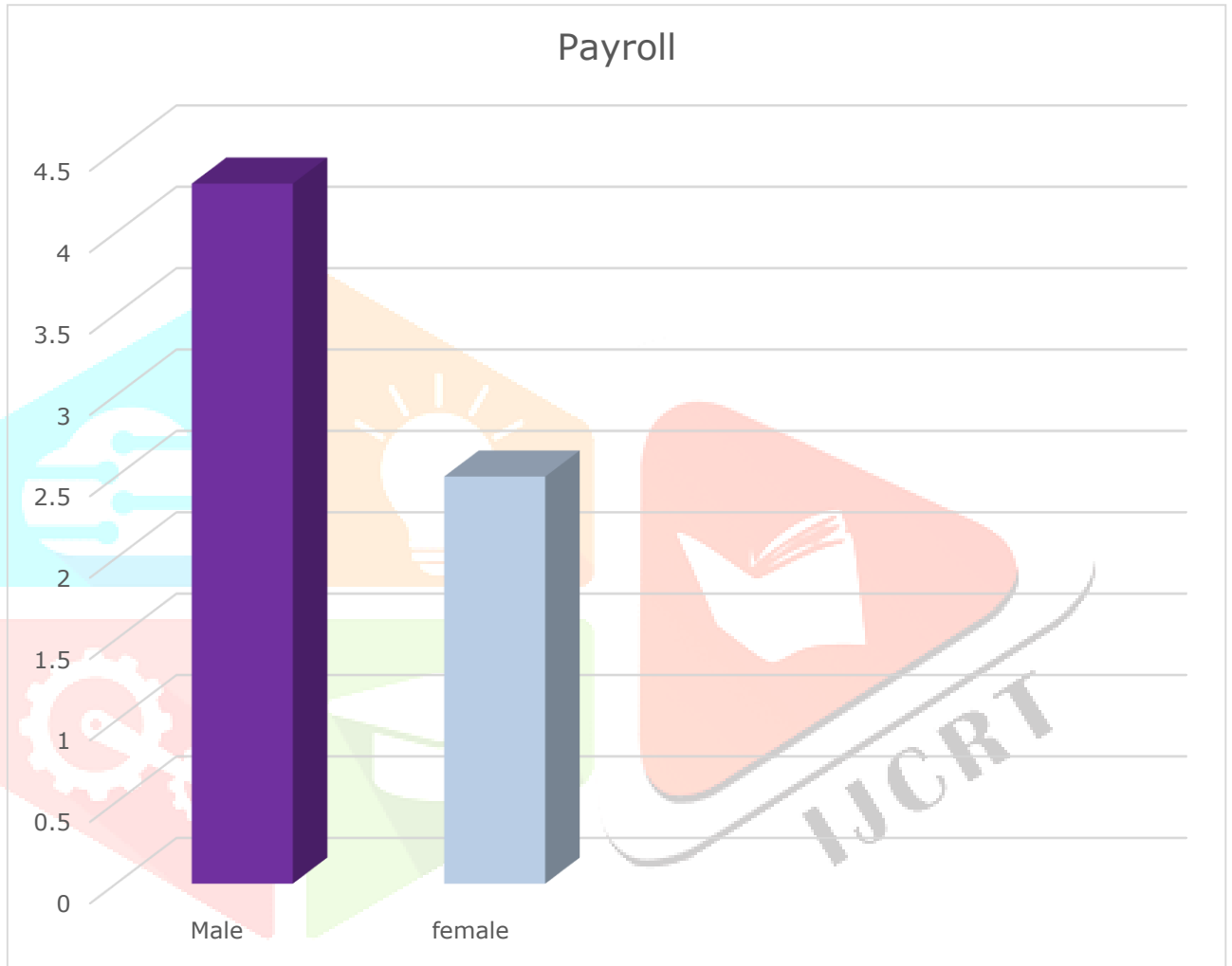
13. Is it important to maintain cleanliness and hygiene factor at work place?
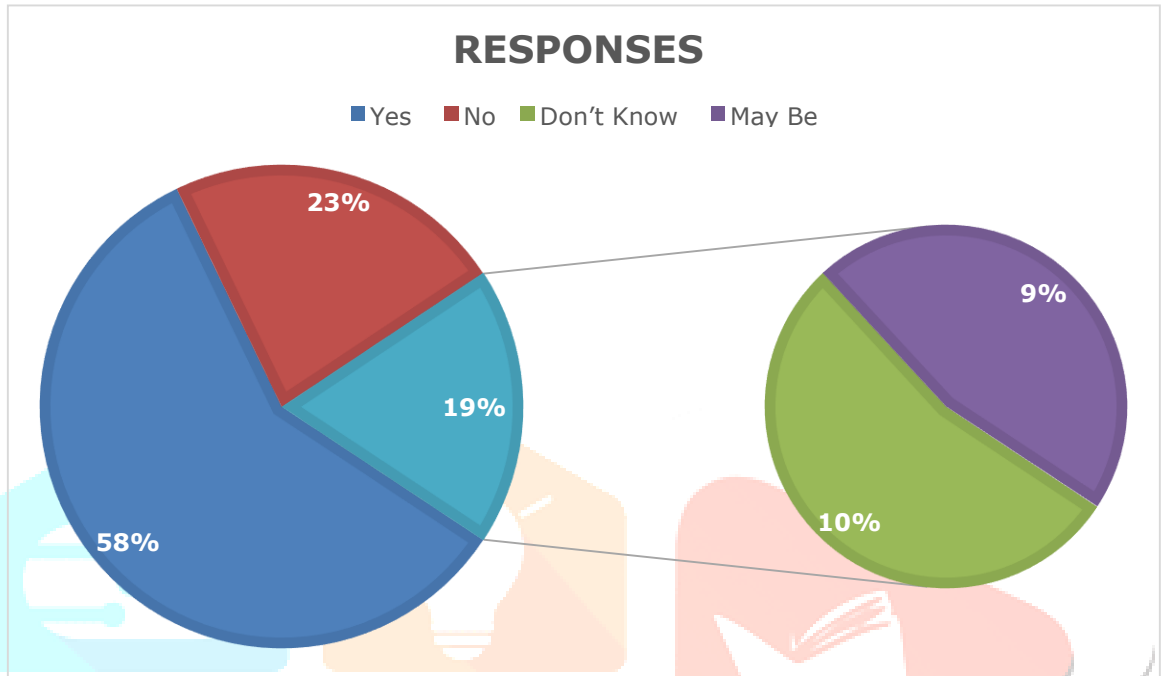
• Yes

•No

Interpretation

Good personal hygiene, including cleanliness is important on the job for these reasons – its helps keep you getting from getting sick. Staying clean helps fight disease causing germs, it keeps your coworkers healthy.

14. Does the person responsible for HR have a place on the board or equvianttop executive team?

•Yes

•No

Interpretation

A chief human resources officer or chief people (CPO) is a corporate officer (CHRO) is a corporate officer who oversees all aspects of human resource management and industrial relations and policies, practices and operations for an organization so we can say that the CHRO is included in the top executive team.

15. How many paid leaves are there in your organization?

• less than 30

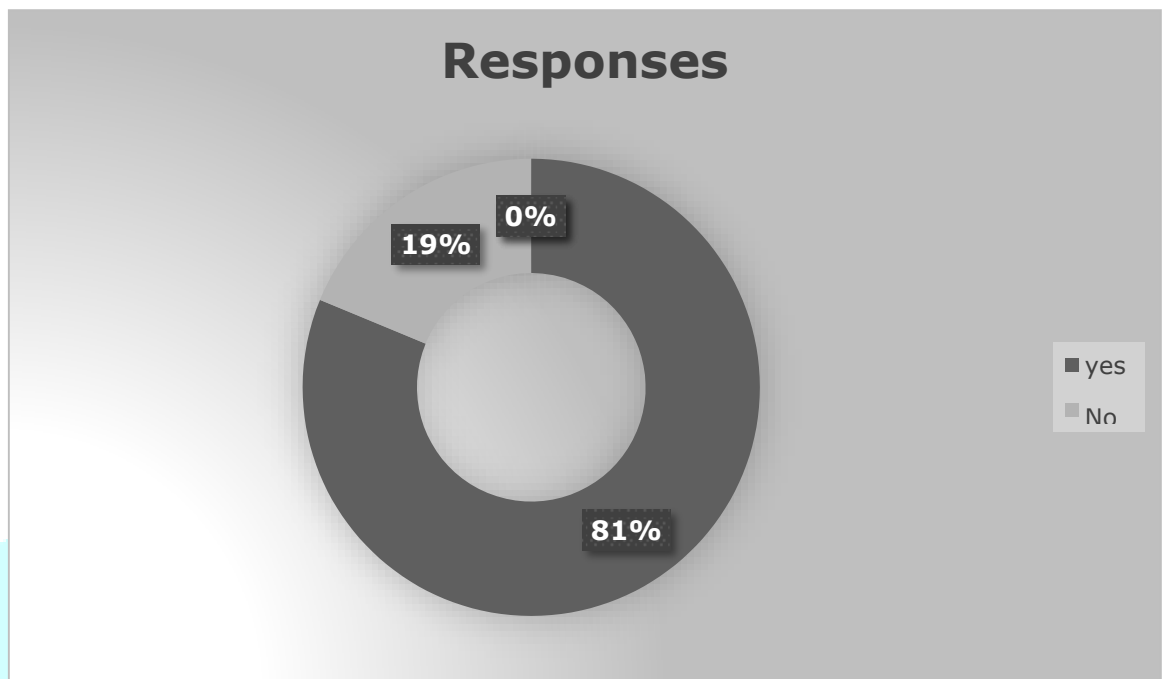• more than 45

• Between 30 to 35
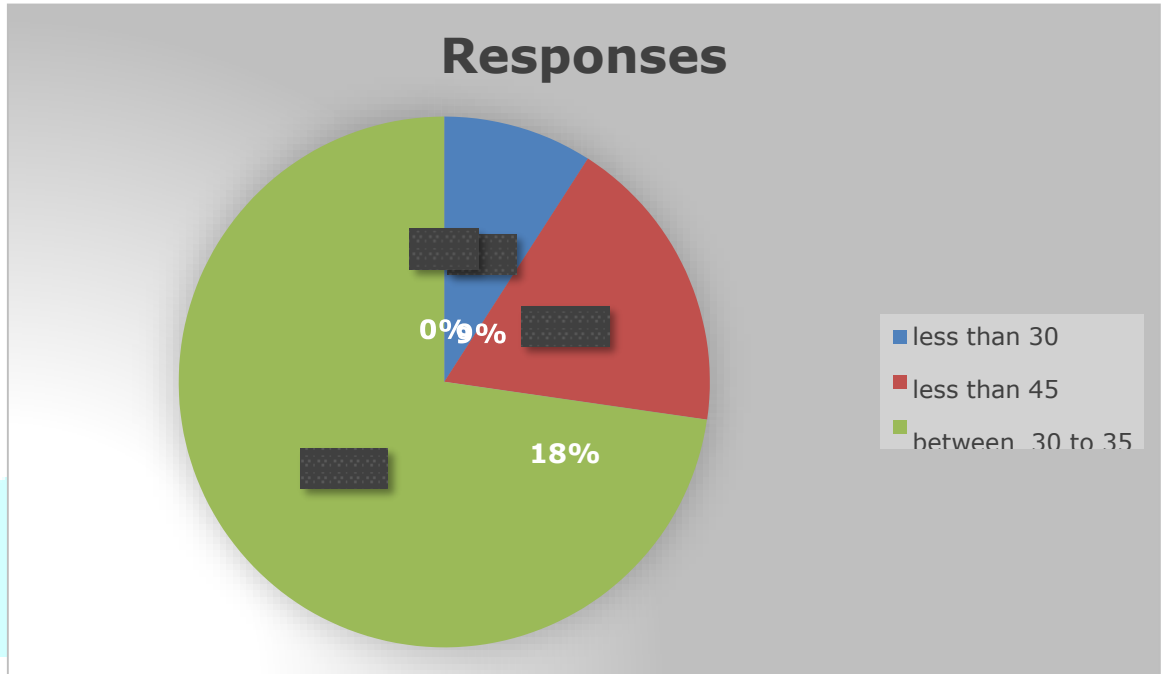
Interpretation

Maximum number of paid leaves is based on state of the company, which typically is 30 working days but in some state can go up to 45 or 60 days , Accumulated leaves can be encashed at the time of working or leaving the company based on company's policy

16. Does your organization provide transport facilities ?

•Yes

•No

Interpretation

The duty of care means that employers need to ensure staff are transported safely to where they need to go and have a safe, comfortable place to stay for the duration of their business trip.

The obligation can be both moral and legal that is the risk management it is the collection of strategies, tactics, and tools and processes a company uses to meet its moral and legal obligations.

However majority of respondents agreed that their employers care for them enough to provide them the basic transportation facility.

17. What type of employee you select to appraise their performance?

- Survivor
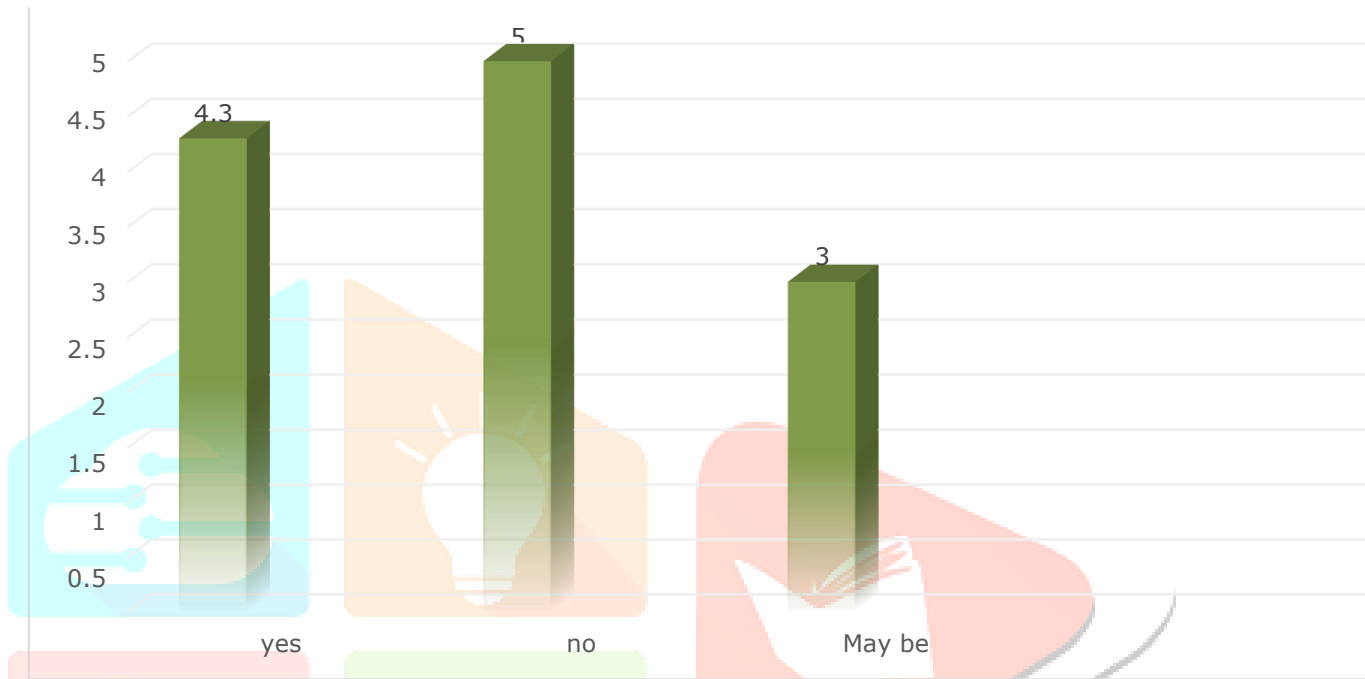- Performer
- Hard worker
- All of the above
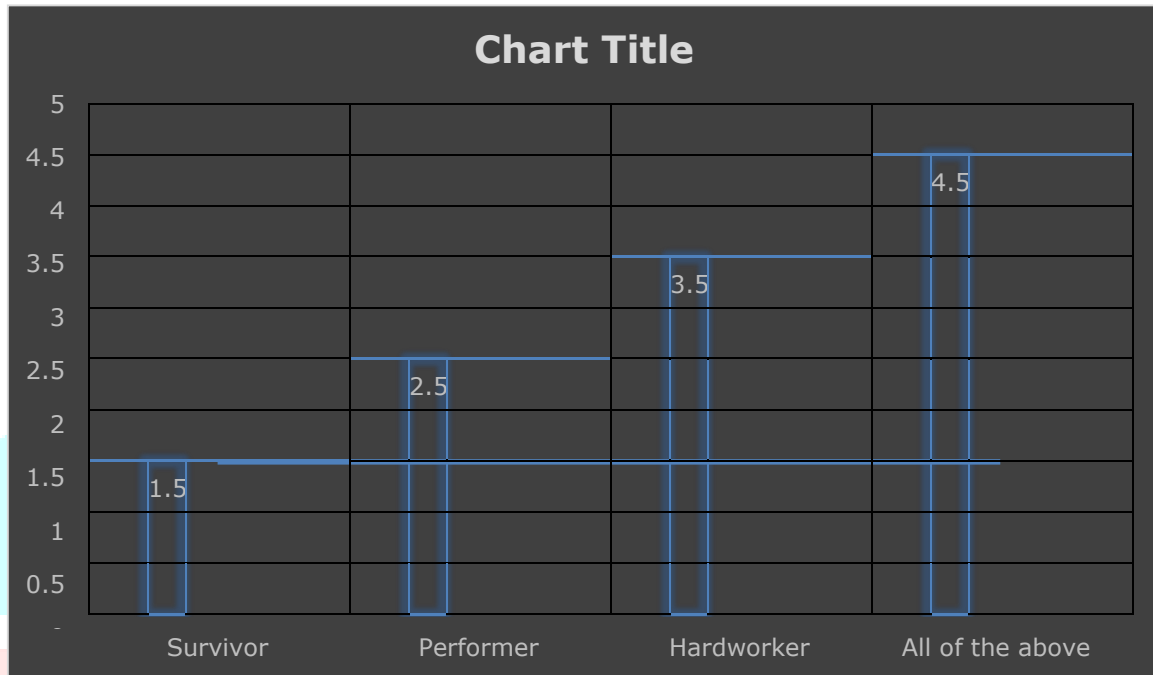
Interpretation

The main objective of performance appraisals is to measure and improve the performance of employees and increase their future potential and value to the company… providing feedback is the most common justifications for an organization to have a performance appraisal system

18. Can an employee get several performance appraisals in a particular year?

- Yes
- No
- Maybe

Interpretation

Appraisals depends on the performance of the employee, like most often companies have yearly appraisals for the salary of the employees but also companies that offer appraisal twice a year, the number of appraisals depend on the various factors leaving aside salary appraisals which should be done once a year.Number of performance appraisals depends on the first initial appraisals if no improvements are required then half yearly appraisals are final.

FINDINGS

The benefit to the study for the researcher that it helps to gain knowledge and experience and also provide the opportunity to study and understand the hr roles in pharmaceutical sectors .

This study very significant in a sense I examine to focus throughout a practical application that all the manager`s need to deal with there HR relations and responsibilities.

This study is designed to provide accurate an valuable information in regard to the subject matter core red.

Conclusion

Your best employees will leave, it might not be today or tomorrow, but a day willcome when your best and brightest will depart for greener pastures. And that's ok. The best an employer can hope to do is meet employee expectations today. The need for organizations to retain their talents is crucial for their ability to remain in business depends on it. Although this study attempted to bring all roles of HR in pharmaceutical sector, this complex area of human resource needs further investigations .As such, it is important for the company to improve and implement these retention factors by providing better workingstyle, good pay and career progression opportunities to the talented employees. As we have seen in our research that there are several roles which affect retention in pharmaceutical sector but we have also mentioned the main roles which leads to employee motivation in pharmaceutical sector . In our research we have found that how various roles of an HR faces and as per our collective point of view all the major roles thatwe had include are one of the main factors among all the remaining factors . Thus we conclude that to retain our best and valuable employees we just need to work upon the following roles .